

# Tuttle Army Health Clinic Information

Appointment Line: 1-800-652-9221 or 435-6633

## Important Phone Numbers

**Appointments:** 1-800-652-9221 or 435-6633

**Online Appointments:** [www.tricareonline.com](http://www.tricareonline.com)

**Clinic Information:** 315-6500/6811

**Refill Pharmacy:** 1-800-652-9221 or 435-6576

**Provider Line:** During duty hours, call 1-800-652-9221 or 435-6633 and select your primary care clinic; After duty hours, call 1-800-652-9221 to speak with the on-call Primary Care Manager.

**Patient Representative:** 315-5731

**Health Benefits Branch:** 1-800-652-9221, option 2,2,3

**Medical Records:** 315-5217

## Hours of Operation

Regular clinic hours for services are 8 a.m. to 5 p.m.,  
Monday thru Friday.

1. The clinic is closed weekends and Federal holidays and training holidays.
2. The clinic is closed 8 a.m. to 1 p.m. every fourth Thursday for training.

## Appointment Line Options

For appointments, call 1-800-652-9221 or 435-6633.  
Press 2 for Tuttle Army Health Clinic

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| 1 - Prescription Refills | 3 - Dental Clinic |
| 2 - Medical Clinic       |                   |

## Tests

**Active-duty HIV and DNA tests:** 8:00 a.m. to 5:00 p.m.  
Monday thru Friday at the laboratory.

**Pregnancy tests:** 8:00 a.m. to 5:00 p.m. Monday thru Friday  
at the laboratory.

Results will be available after 8 a.m. the next duty day. To get the results, walk-in to the lab or call your Primary Care Manager.

\* If the pregnancy test is positive, call 1-800-652-9221 or 435-6633 to schedule a new OB nurse interview appointment.

## Obstetrics Clinic

Our well-trained and supportive staff in the Department of Obstetrics and Gynecology will provide you with the highest quality of care available before, during and after childbirth.

**New OB Nurse Interview:** The new OB nurse interview will give you the opportunity to ask questions, take initial lab tests, create your OB medical records at Tuttle or discuss where you will receive care. Call 1-800-652-9221 to register at Tuttle or Winn.

## Optometry Services

Active-duty, active-duty family members and retirees may call the appointment line at 1-800-652-9221 or 435-6633 to book a routine optometry appointment.

## New to Hunter Army Airfield?

There are three things you need to do to make the healthcare system here work for you.

### 1. Update your DEERS information.

Updating this information for you and your family is important because we use it to contact you about appointments and referrals and it must be up-to-date to book online appointments through TRICARE Online.

This may be done via telephone at 1-800-538-9552, online at [www.tricare.osd.mil/deers/default.cfm](http://www.tricare.osd.mil/deers/default.cfm) or in person at building 1209.

### 2. Update or enroll your TRICARE to the South Region.

This may be done 8:30 a.m. to 4 p.m. Monday thru Friday and 1:30 to 4 p.m. every fourth Thursday at the TRICARE office located in the clinic. The office is closed noon to 1:30 p.m. every day. For more information, call 1-800-652-9221 or 435-6633.

### 3. In-process (active-duty) the medical records section.

Need to see a Health Benefits Advisor first. This may be done 9 to 10:30 a.m. Monday, Tuesday, Wednesday and Friday.

## Leaving Hunter Army Airfield?

Whether PCSing or ETSing, if you have question regarding your Tricare options, stop by the Health Benefits office prior to leaving Hunter.

Family members are no longer able to hand-carry medical records to next duty station upon PCS. Come by medical records and fill out a form to take to the gaining Medical Treatment Facility. Mail the card back to Tuttle and have your records mailed to the new MTF.

## Pharmacy Options

**Main Pharmacy:** The pharmacy is open 8 a.m. to 5 p.m. Monday through Friday. It is closed 8 a.m. to 1 p.m. every fourth Thursday for training. The pharmacy is closed weekends and Federal holidays.

**Prescription Refills:** Prescription Refills: Called-in or ordered online ONLY and are ready for pickup after 2 p.m. two duty days after the order was placed.

**Drop-off:** NEW PRESCRIPTIONS ONLY (hard copy or computer generated by provider) are ready for pickup the next duty day after 2 p.m.

- Call-in: 435-6576 or 1-800-652-9221.

- On-line: [www.winn.amedd.army.mil](http://www.winn.amedd.army.mil).

- Drop-off: New prescription or refill requests may be dropped off in the drop box located at the concierge desk.

**TRICARE Mail Order Pharmacy:** This pharmacy offers beneficiaries up to a 90-day supply of medication through the mail, for a copay of \$3 for generic and \$9 for name brand drugs on the formulary; non formulary drugs are \$22.

You may order online at [www.express-scripts.com](http://www.express-scripts.com), by fax at 1-877-895-1900 or by phone at 1-866-363-8667.

# Tuttle Army Health Clinic Information

## Emergency Department

In case of a true emergency, when the patient needs immediate care, go to the nearest Emergency Department or call 911. You do not need authorization before going to the Emergency Department.

Following discharge from the Emergency Department or hospital, you must submit the discharge summary, or Summary of Care, in one of the following ways within one week to ensure we will be able to send Humana the authorization before you are billed by the Emergency Department:

**In person:** Drop the summary off at the Tuttle front desk

**By fax:** (912) 315-3664 - ATTN: Referral Clerk

**By mail:** Referral Clerk

Tuttle Army Health Clinic  
230 Duncan Dr., Bldg 1440  
Hunter Army Airfield, GA 31409-5100

## Medical Care When Traveling

If the need for emergent care arises while you are out of town, follow the procedures outlined in "Emergency Department."

If the problem is not an emergency but requires attention, we recommend you try to locate an Urgent Care Clinic, in the network by calling 1-800-444-5445, instead of an Emergency Department. This will save you time as Emergency Departments treat patients based on medical need, not on a first come, first serve basis. If you will not be in town within one week to turn in the discharge summary, or Summary of Care, call 1-800-652-9221 between 8 a.m. and 12 p.m. to give us the discharge summary information over the phone so we can process the Humana authorization before you are billed by the Emergency Department or Urgent Care Clinic.

## After Hours Urgent Care

If you need non-emergent care after normal business hours, 8 a.m. to 5 p.m., we recommend you find an Urgent Care Clinic. Urgent One (14089 Abercorn St.) and Immediate Med. (10410 Abercorn St.) are two urgent care centers in the Savannah area.

If you need emergency care to prevent the loss of life, limb or eyesight, go to the nearest Emergency Department or call 911.

After you receive care, you must submit the discharge summary, or Summary of Care, in one of the following ways within one week:

**In person:** Drop the summary off at the Tuttle front desk

**By fax:** (912) 315-3664 - ATTN: Referral Clerk

**By mail:** Referral Clerk

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## Patient Education Classes

Tuttle Army Health Clinic and Winn Army Community Hospital offer a variety of educational classes free of charge. For more information or to register for a class, please call the appointment line at 1-800-652-9221.

### Tuttle

**Tobacco Cessation Class:** The class will help you kick the habit, whether smoking, chewing or dipping. *You must take the "Ready to Quit" class before you can take the Tobacco Cessation class.*

**Families Strategies for Staying Healthy:** This class offers strategies for staying healthy. Upon completion, you will receive a card that allows you to get over-the-counter medication from the pharmacy.

### Winn

**Diabetic Education Class:** This two-day class is for beneficiaries with diabetes.

**Labor and Delivery Tours:** You can get acquainted with the surroundings of the Labor and Delivery room and the Mother-Baby Unit at Winn.

**Expectant Siblings Class:** This class helps prepare children, ages 3 to 12, for the arrival of a new sibling.

**Tiny Toes III:** From delivery to parenthood, prepare for childbirth.

**Weight Loss Classes:** The Nutrition Care Division offers many weight loss and nutrition classes. For more information, call 435-6707.

## Dental Information

**Active-duty Dental:** Call Dental Clinic #3 at 315-6590

**Active-duty Family Member Dental:** United Concordia at 1-800-866-8499

**Retiree and Retiree Family Member Dental:** Delta Dental at 1-888-838-8737.

## Health Benefits and TRICARE Information

**Health Benefits** is located in the clinic. For more information, call 435-6633 or 1-800-652-9221.

**Health Benefits Services:** TRICARE benefit information, claims issues, non-availability statements, medical travel benefits, active-duty family member dental information, retiree dental information, TRICARE for Life information and referral information.

**A TRICARE Service** representative is available at Tuttle. For more information, call 1-800-444-5445.

**Services:** Enrollment into Prime, adding family members to Prime, transfer of enrollment, TRICARE for Life information, claims and benefit questions, referrals and Primary Care Manager changes.

### Important Numbers:

Beneficiary Services Line (referrals/claims) - 1-800-444-5445

Humana Military Audio Library (health information) -

1-877-217-7946

TRICARE Online - [www.tricareonline.com](http://www.tricareonline.com)

TRICARE for Life - 1-866-773-0404